

Headquarters  
United States Army, Europe  
and Seventh Army  
Unit 29351  
APO AE 09014  
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USAREUR Pamphlet 600-8-8

Personnel—General

## How To Be a Good Sponsor

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For the Commander:

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*Major General, GS*  
*Chief of Staff*

Official:



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**Summary.** This pamphlet is a guide for personnel appointed as sponsors. This pamphlet should be used with Army Community Service sponsorship training and AR 600-8-8 and USAREUR Supplement 1.

**Applicability.** This pamphlet applies to active-duty and reserve military personnel and DOD civilian employees assigned in Europe. Commanders or supervisors will give the sponsor a copy of this pamphlet when assigning sponsorship duties.

**Suggested Improvements.** The proponent of this pamphlet is the Office of the Deputy Chief of Staff, Personnel, HQ USAREUR/7A (AEAGA-G, 370-8634). Users may send suggestions to improve this pamphlet on DA Form 2028 (Recommended Changes to Publications and Blank Forms) to the Commander, USAREUR/7A, ATTN: AEAGA-G, Unit 29351, APO AE 09014.

**Distribution.** Distribute this pamphlet according to DA Form 12-88-E, block 0616, command-level A.

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*This pamphlet is available at*  
<http://www.aeaim.hqusareur.army.mil/library/home.htm>.

## **THE SPONSORSHIP PROGRAM**

As soldiers, civilian employees, and family members living overseas, we can easily understand the benefits of the Sponsorship Program to the individual, the unit, and the command. The Sponsorship Program can make newcomers and their families feel at home in their new unit and community. Newcomers who quickly feel at home quickly become contributing members to the workplace and the community.

This pamphlet is a guide to sponsors in USAREUR and should be used with AR 600-8-8 and USAREUR Supplement 1, The Total Army Sponsorship Program, and with Army Community Service (ACS) sponsorship training.

Military sponsors are appointed on official orders and civilian sponsors are assigned sponsorship duties as other duties as assigned. Sponsors—

- \* Are responsible for the initial integration of new personnel and their families into the unit and community.

- \* Should have received or be scheduled for ACS sponsorship training before contacting new personnel. ACS provides training and information on the Sponsorship Program. (ACS relocation services are listed on page 6.)

## **ABBREVIATIONS USED IN THIS PAMPHLET**

ACS	Army Community Service
AR	Army regulation
BOSS	Better Opportunities for Single Soldiers [Program]
DA	Department of the Army
DOD	Department of Defense
HQ USAREUR/7A	Headquarters, United States Army, Europe ,and Seventh Army
S-bus	sponsorship bus
SITES	Standard Installation Topic Exchange Service

## **SPONSORSHIP DUTIES**

### **SPONSORING ACCOMPANIED PERSONNEL**

#### **PREARRIVAL DUTIES**

Sponsors should—

- \* Send a letter of welcome within 10 days after being notified of sponsorship duties. The letter should include information on the unit and the community. Sponsors should use official mail to send the letter.

- \* Phone, fax, or e-mail the newcomer to inquire about specific needs including—

- \*\* Spouse employment.
- \*\* Children and their ages and special interests.
- \*\* Childcare needs.
- \*\* Exceptional Family Member requirements.
- \*\* Pets.

- \* Collect information from agencies in the military community (for example, housing office, Government furniture) to help personnel and their families prepare for their overseas move. The important thing for the sponsor to remember is to pass on current and verified information.

- \* Suggest that personnel visit their Stateside ACS relocation center in preparation for the move. The ACS center has pre-move information, workshops and briefings including the pre-move information program, Standard Installation Topic Exchange Service (SITES).

- \* Send information from the local USAREUR ACS to the newcomer.

- \* Inform newcomers about inprocessing procedures for arrival. (Military personnel arriving at Rhein-Main Air Base or Frankfurt International Airport, Frankfurt, Germany, must process through the 64th Replacement Company at Rhein-Main Air Base.)

\* Make arrangements to meet the newcomers and let them know who will meet them and where they will be met.

\* Arrange for transportation from the arrival point to the new community. (Transportation is available on the sponsorship bus (S-bus) from Rhein-Main Air Base to the community.)

\* Arrange temporary accommodations for arriving personnel and their families as needed. If accommodations are not available onpost, sponsors should make arrangements for an offpost guesthouse or hotel.

### **ARRIVAL DUTIES**

It is important to make new personnel and their families feel welcome and relaxed on arrival. Arriving personnel will probably be tired and be suffering from “jet lag.” Sponsors need to take care of the newcomer’s immediate needs first, such as temporary living accommodations, money exchange, food, personal necessities, and emergency contact numbers. Sponsors should—

\* Meet civilian personnel (all grades) and their families at their point of entry (airport, train station, port). If the sponsor is not available, a designated representative should be assigned.

\* Meet senior military personnel in the rank of colonel and above, sergeant major and above, and chief warrant officer 4 and above and their families at their point of entry. If the sponsor is not available, a designated representative should be assigned.

\* Meet other inbound military personnel and their families at their point of entry or at a meeting point in their new community. If the sponsor is not available, a designated representative should be assigned.

**NOTE:** For military only, soldiers arriving at Rhein-Main Air Base or Frankfurt International Airport, Frankfurt, Germany, must process through the 64th Replacement Company at Rhein-Main Air Base.

\* Escort newcomers to their accommodations and ensure their immediate needs are met.

## **POSTARRIVAL DUTIES**

Sponsors should be available to the newcomers the first few weeks after arrival to help with problems that might arise. Sponsors should—

- \* Assist with temporary transportation until other means have been established. Sponsors do not need to be with new personnel all the time, but should help new personnel and their families get oriented and let them know they can ask for help.

- \* Assist personnel throughout inprocessing.

- \* Escort new personnel and their families to the ACS and other support agencies. Sponsors need to let newcomers know about the support-agency programs and assistance available.

## **SPONSORING UNACCOMPANIED PERSONNEL**

Unaccompanied personnel need just as much information and help as accompanied personnel. In addition to previously mentioned assistance, sponsors must also do the following when sponsoring unaccompanied personnel:

- \* Check with the relocation program manager for specific installation housing policies for unaccompanied personnel.

- \* When escorting new personnel to the local ACS and other support agencies, include a visit to the representative of the Better Opportunities for Single Soldiers (BOSS) program.

## **ACS RELOCATION SERVICES**

### **PREARRIVAL ASSISTANCE**

- \* Sponsorship training for sponsors and leaders.
- \* Worldwide installation file.
- \* SITES.
- \* Redeployment briefings.

### **ARRIVAL ASSISTANCE**

- \* Welcome packets.
- \* Welcome orientations.
- \* Lending closet.

### **POSTARRIVAL ASSISTANCE**

- \* Newcomers orientations and cultural adaptation classes.
- \* ACS Outreach Program.
- \* Youth Services Program.
- \* Financial planning and counseling.

### **OTHER ASSISTANCE**

\* ACS offers outsponsorship and reentry training to help personnel and their families readjust to living in the United States.

Sponsors should contact their local ACS office for more information on ACS programs, inprocessing, or sponsorship training.